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(We may earn a commission if you buy a product through one of our links, at no cost to you.) Noritz Understanding Noritz error codes and troubleshooting Noritz water heaters. Find out the most common problems in Noritz water heaters, the symptoms, and fixing tips. Every Noritz tankless water heater, either outdoor or indoor model, can be connected to the remote controller, and when the problems occur, it displays the error codes on the screen, which helps users and technicians to fix the problem. The error codes are represented by the two-digit numbers, such as the 10, 11, ..., 99, and the display and operation light will flash together when the failure occurs. The following text gives information about the most common problems and the error codes displayed on the remote controller. It will be assumed that the water heater is installed correctly, with the correct gas type, and per codes. The tools needed to solve the problems from below are mainly the screwdriver, manometer, and voltmeter. Noritz tankless water heaters have many advanced features and elements that are connected and controlled by the electronic board, so it is required to have knowledge and skills for a successful repair. Noritz error codes list Error Code 05 Problem: Service warning. Solution: This is not an error code but is the automatic service reminder that informs you that it is time to call the Noritz licensed technician. Do not reset the water heater error code before the service; otherwise, the unit might fail prematurely. Error Code 10 Problem: The error code 10 shows the problem in gas combustion that causes the power level to drop while the burning continues even after shutdown. Solution: Check for foreign materials found on the burner, which is burning after gas combustion stops. To reset the error code 10, the power must be disconnected. If there is a recirculation loop, use an aquastat to keep 10 degrees differential. Error Code 11 Problem: Ignition fails. Solution: Make sure that the gas pressure has a correct value and per manufacturers specs., there are no obstructions in venting and the flame rod is clean, together with the ignition plug. Error Code 12 Problem: Burner flame loss during operation; flame rod does not detect a flame. Solution: Check for the incoming gas pressure. Remove any obstructions in the venting system. Clean the ignition plug and flame rod. Error Code 14 Problem: Thermal fuse failure. Solution: Replace the thermal fuse if you see an error code 14. Make sure that the water heater has no restriction in air flow and gas burns properly. Also, check the water quality as the poor quality may affect the heat exchanger function and lead to the element replacement unless flushed on time. Error Code 16 Problem: Extremely high water temperature. Solution: Your Noritz water heater might need descaling due to the sediment and limescale build-up. Manifold pressure might require an adjustment. Error Code 20 Problem: Activation of the high limit switch. Solution: Check if the high limit switch is working as it should. Remove the limescale that causes the high temperature of hot water. Error Code 29 Problem: High water level in the neutralizer and clogging. Solution: Make sure the draining is proper, so there is no clogging of the condensate drain pipe. The water level sensor on the neutralizer must be free of moisture so the pipe will not freeze. Error Code 31 Problem: Problem with the inlet thermistor. Solution: Replace the inlet thermistor. Error Code 32 Problem: Problem with the outlet thermistor. Solution: Replace the outlet thermistor. Error Code 33 Problem: Heat exchanger thermistor malfunction. Solution: Replace the thermistor. Error Code 59 Problem: Low input BTU, problems with the combustion. Solution: The gas combustion chamber does not get enough fresh air, or the products of combustion are not vented fully because of the blockage in vents. Remove any blockage in venting. Clean the fan motor and burner chamber. Also, the water heater should be adjusted for the right height elevation. Error Code 61 Problem: Faulty fan motor. Solution: Measure the incoming voltage. Check and replace if needed the fan motor or circuit board. Error Code 66 Problem: Problem with the bypass flow control valve. Solution: If there is a blockage of bypass servo, correct it. If the element is not operating correctly, replace it. Error Code 70 Problem: Faulty circuit board. Solution: Replace the circuit board. Get Help from a Local Plumber. FREE Estimates! Error Code 71 Problem: Gas valve drive circuit abnormality. Solution: The error code 71 happens if the water heater is connected to the battery backup, solar power, or generator and if there is a fluctuation in voltage supply. Check the voltage from the circuit board due to the damage. Error Code 72 Problem: The flame rod detects the flame without the ignition sequence. Solution: The unit must have proper grounding. Check if there is damage to the circuit board and flame detection circuit. Error Code 73 Problem: The problem with the circuit board setting. Solution: Reset the heater by disconnecting the power and check the circuit board programming. Error Code F76 Problem: The communication error for the multi-system. Solution: Disconnect the power to reset the unit and make sure that the connecting cord is not damaged. Error Code 760 Problem: Problems with the remote controller. Solution: Reset the unit, check the wire connections and make sure that only one controller is connected. Error Codes 90 and 99 Problem: Gas combustion problem. Solution: Make sure the flame color is light blue (yellow tips are allowed). Remove any blockage in the flue vent. Error Codes 92 and 93 Problem: Neutralizer life cycle alert. Solution: A neutralizer must be replaced if its lifecycle is about to end; also, you must reset the burner timer. If you see that fixing the Noritz water heater is hard, takes too much time and money, and before contacting one or more professional technicians, get some free quotes from your local plumbers (if applicable) to know what to expect. Related articles Home » Noritz EZ 98 50 Gallon Residential Condensing Water Heater Max 180,000 BTU 9.8 GPM 120 Volts with Isolation Valve Kit Overview Noritz - EZ 98 Condensing Tankless Water Heater The EZ 98 condensing tankless water heater have their hot-and-cold water connections located on top of the unit - not the bottom, like most tankless heaters. This positioning allows the flexible water lines used by the previous tank heater to be quickly and easily reconnected to the new unit. It has a maximum flow rate of 11.1 gallons per minute (gpm). With a maximum input of 199,900 BTUs per hour (BTU/hr), the product features two austenite 316L stainless steel heat exchangers. Up to 24 of these units can be linked together, using the optional Multi-Unit System Controller. The product weighs only 81 pounds and is WiFi-enabled. Features: Compact Design: ANSI Z21.10.3/CSA 4.3 certified design that can be wall-mounted indoors or installed outdoors using the optional Vent Cap Wifi Capable Heat Exchanger; Manufactured with austenite SS 316L Venting Options: Available in Direct Vent model that can use either 2" or 3" Schedule 40 PVC/CPVC, flexible PP vent, or installed outdoors with Vent Cap. Direct Electronic Ignition Multi-System Capability: Units can be linked together by using the optional 2-unit Quick Connect for twice the hot water capacity Fully Modulating: BTU input range from 18,000 to 360,000/399,800 BTUH (with Quick Connect) with stable combustion provided by gas venturi and pre-mix burner. Each individual unit 10/11:1 Turndown Ratio Energy Factor (UEF): 0.96 (NG) / 0.96 (LP) Temperature Controls: Includes remote thermostat that can precisely adjust the output temperature from 100°F to 140°F WHAT'S INCLUDED Your Tankless Water Heater From Heat and Cool Comes With: EZ 98 | Tankless Water Heater Energy Guide Installation Manual Owners Guide Parts List Technical Specification Brand Noritz Model Number EZ98DV Applications Wall-Mounted Flow Rate @ 35 °F Rise 8.6 gpm Flow Rate @ 45 °F Rise 7.6 gpm Flow Rate @ 75 °F Rise 4.4 gpm Flow Rate, Maximum 9.8 gpm Freeze Prevention No Hard-Wired Remote Yes Indoor/Outdoor Indoor/Outdoor Maximum Temperature 140 °F Minimum Activation Rate 0.5 gpm Wattage 178 W Energy Star Yes Technical Specs Brand Noritz Model Number EZ98DV Applications Wall-Mounted Flow Rate @ 35 °F Rise 8.6 gpm Flow Rate @ 45 °F Rise 7.6 gpm Flow Rate @ 75 °F Rise 4.4 gpm Flow Rate, Maximum 9.8 gpm Flow Meter Alarm No Freeze Prevention No Hard-Wired Remote Yes Indoor/Outdoor Indoor/Outdoor Maximum Temperature 140 °F Minimum Activation Rate 0.5 gpm Wattage 178 W Case Zinc Aluminum Magnesium Direct Electronic Ignition Yes Energy Star Yes Finish Family Metallic Silver Heat Exchanger Warranty 12 Year year Labor Warranty 1 Year Lightning Protection Yes Min. 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